

ABSTRACT OF THE DISCLOSURE

A rank assignment system receives input of
a complaint from a web page provided as an input/output
interface of information, calculates points for each
analysis-determination item used to analyze and
determine the complaint, on the basis of the result
obtained by analyzing product information, held by a
matter data base section, related to a sales product,
and a preset condition for the result, then totals the
points calculated for the analysis-determination items,
and assigns a rank to the complaint on the basis of the
totalled points and a preset point range.

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